

ZAHRA NAWA

**PROJECT COORDINATOR | WATER
TREATMENT OPERATIONS | TECHNICAL
& COMMERCIAL SUPPORT**

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Dubai, United Arab Emirates

10- July - 2026

Hydrotec Middle East
WATER TREATMENT COMPANY

recruitment@hydrotec-water.com

614, C.E.O Building - Dubai
Investment Park First - Dubai

Dear Hiring Manager,

I am writing to apply for the position of Service Coordinator at Green Water Treatment Solutions LLC. With UAE experience in water treatment operations, customer coordination, AMC scheduling, service reporting, invoicing, and technician coordination, I am confident in my ability to support your service and operations team effectively.

In my current role at **Crystal Bio Water Treatment Equipment Trading LLC**, I coordinate installations, service appointments, quotations, customer follow-ups, and operational documentation for water treatment systems. I am experienced in handling CRM systems, coordinating field technicians, maintaining service records, and ensuring timely customer support.

I am highly organized, detail-oriented, and committed to delivering excellent service coordination and operational efficiency. I would welcome the opportunity to contribute to your growing organization.

Sincerely,

Zahra Nawa





ZAHRA NAWA SHEIKH MERAJ AHMED

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented Project Coordinator with UAE experience supporting water treatment projects, technical documentation, customer coordination, service operations, and cross-functional project execution. Experienced in coordinating project documentation, installation schedules, technician deployment, quotations, project reporting, ERP/CRM management, and client communication.

Strong understanding of industrial and commercial water treatment systems including Reverse Osmosis (RO), filtration systems, chemical dosing systems, preventive maintenance, and Annual Maintenance Contracts (AMC). Skilled in maintaining project records from initiation through completion while ensuring timely documentation, operational coordination, and customer satisfaction.

Recognized for excellent organizational abilities, documentation accuracy, communication skills, and the ability to manage multiple priorities in fast-paced environments.

CORE COMPETENCIES

Project Coordination	Water Treatment Operations	Project Documentation
Documentation Control	Technical Documentation	Commercial Documentation
Project Scheduling	Project Tracking	Progress Reporting
Client Coordination	Internal Team Coordination	Technician Coordination
Installation Coordination	Material Delivery Coordination	Service Coordination
AMC Coordination	Quotation Preparation	Invoice Coordination
ERP & CRM Management	Resource Planning Support	Schedule Monitoring
Microsoft Office Suite	Cross Functional Coordination	Customer Relationship Management
Record Management	Administrative Coordination	English Communication

TECHNICLE SKILLS

- Microsoft Excel | Microsoft Word | Microsoft PowerPoint
- Zoho CRM
- Documentation Management | Project Documentation | Project Tracking
- Quotation Preparation | Invoice Preparation | Customer Database Management
- Report Preparation | Email Communication | WhatsApp Business | File Management

PROFESSIONAL EXPERIENCE

Sales Officer / Administration Executive (Finance Support)

Aug 2023 - Present

Crystal Bio Water Treatment Equipment Trading LLC – Dubai, UAE

- Coordinate daily project and service activities for commercial and industrial water treatment systems.
- Support project execution by coordinating installation schedules, technician assignments, and customer communication.
- Prepare technical and commercial quotations for RO systems, filtration systems, water softeners, dosing systems, and related equipment.
- Maintain project documentation, customer records, quotations, invoices, work orders, and operational reports.
- Coordinate preventive maintenance visits, emergency service requests, and Annual Maintenance Contract (AMC) activities.
- Track project schedules, service requests, pending quotations, customer approvals, and operational follow-ups.
- Coordinate material requirements and delivery schedules with suppliers and internal departments.
- Maintain accurate ERP and CRM records for customers, quotations, service reports, invoices, and operational activities.
- Prepare service reports, documentation packages, customer correspondence, and project-related records.
- Liaise with sales, technical, procurement, logistics, and service teams to ensure smooth project execution.
- Monitor project documentation status and ensure timely completion of operational documentation.
- Handle customer inquiries professionally through email, telephone, and WhatsApp Business.
- Assist management with operational reporting and documentation management.
- Maintain organized electronic and physical project records in accordance with company procedures.

Computer Science & Programming Instructor

Jan 2019 - Dec 2021

Presidential Initiative for Artificial Intelligence & Computing (PIAIC) – Pakistan

- Conducted technical training sessions in programming and computer science.
- Prepared lesson plans, reports, documentation, and training schedules.
- Coordinated student activities and academic administration.
- Developed communication, planning, and organizational skills.

Mathematics Teacher (O-Levels)

Jan 2017- Dec 2018

St. Michael Convent School

- Delivered mathematics instruction and maintained academic documentation.
- Assisted in examination coordination and student assessment reporting.

Computer Science Teacher / Academic Coordinator

Jan 2013- Dec 2017

Fazaia Degree College (PAF Base Faisal) – Pakistan

- Coordinated academic schedules and departmental activities.
- Maintained student records and administrative documentation.
- Prepared reports, assessments, and academic documentation.
- Coordinated communication between faculty members and administration.

Research Assistant

Jan 2011 - Dec 2013

Sir Syed University of Engineering & Technology – Pakistan

- Supported technical documentation and research coordination.
- Assisted in laboratory scheduling and reporting activities.

EDUCATION

Master of Science (MS) – Computer Science

Aug 2012- Oct 2018

Iqra University, Karachi.

Bachelor of Science (BS) – Electronic Engineering

Jan 2007- Mar 2011

Sir Syed University of Engineering & Technology

WATER TREATMENT EXPOSURE

- Reverse Osmosis (RO) Systems
- Filtration Systems
- AMC & Preventive Maintenance Coordination
- Water Treatment Consumables & Chemical Coordination
- Service Documentation & Reporting
- Technical Customer Support

LANGUAGES

- English
- Urdu

ADDITIONAL INFORMATION

- UAE Employment Residence Visa Valid Until Nov 2027
- Current Employer: Crystal Bio Water Treatment Equipment Trading LLC
- Notice Period: 1 Month
- NOC Available Upon Confirmation

REFERENCES

- Available upon request.